

Chapter 2.6

Employee hazard reporting system

1. Applicability of this chapter

You are required to follow this chapter if you work at JSC. At a JSC field site, follow the local process that meets the intent of this chapter.

2. Description of Sub-element 2.6

JSC has a reliable system for employees, without fear of reprisal, to notify management in writing about conditions that appear hazardous and to receive timely and appropriate responses. The system shall include:

- a. Provisions for anonymous reports.
- b. Provision for feedback to reporters.
- c. Tracking responses and tracking hazard elimination or control to completion.

3. Reporting hazards

The JSC Close Call Reporting System is the primary means for reporting hazards at JSC Houston. At JSC field sites, use the local reporting systems. You may first report hazards to your supervisor or facility manager before submitting a written report if you don't desire confidentiality. Take whatever steps you can to protect people from the hazard. If possible, fix a hazard before submitting a report. Calling Work Control (x32038) for small maintenance items will get a work request in process and expedite the fix. However, calling Work Control may compromise your confidentiality. If you can't get your issue resolved, you may also report it to NASA Headquarters or OSHA as described in subparagraphs 4.g–4.i below. A **hazard** is an unsafe, unhealthful, or uncontrolled environmental condition that could lead to a mishap or environmental impact if it isn't corrected; e.g., a frayed electrical cord, an electrical cord across a walkway, and a possible toxic gas leak.

4. Methods to report hazard

If you see a hazard or suspected hazard, take one or more of the following actions. See the “Stop-It” chart at: http://jsat.jsc.nasa.gov/stop_it.cfm for more information. You are encouraged to use steps a–e first:

- a. **Fix it yourself** (if qualified and authorized) and tell your supervisor what you did. **Call Work Control** (x32038) for small maintenance items to get a work request in process. Then submit a JSC Close Call Report if it is a safety issue as described in subparagraph d below. If you can't correct the hazard, take measures to protect other employees such as blocking off the area or marking a trip hazard.
- b. **Report the hazard to your supervisor or higher management** if you can't correct it yourself and submit a JSC Close Call Report as described in subparagraph d below.

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Take measures to protect other employees such as blocking off the area or marking a trip hazard.

- c. **Report the hazard to your facility manager** if you get no satisfaction from your management and submit a JSC Close Call Report (if not already submitted) as described in subparagraph d below. (Facility Manager contact information is on the first floor of each building and on the Web at URL: <http://www6.jsc.nasa.gov/ja/FMlist.cfm?loc=A>.) Take measures to protect other employees such as blocking off the area or marking a trip hazard.
- d. **Fill out a Close Call Report** (JSC Form 1257) or use the electronic form in the IRIS (Incident Reporting Information System) (when available). You can fax a paper form to the number on the form or Email an electronic version. A hazard is a potential close call. Note: Ellington Field has its own reporting system. Your name will be kept confidential unless you check the box on the form. See your site's procedures if you work at a JSC field site.
- e. **Call the JSC Safety Action Hotline** (x37500). The Safety and Test Operations Division handles Safety Action Hotline calls. Your name will be kept confidential unless you give permission for your name to be released.
- f. **Call the Center Director's Safety Hotline** (x31234) if you get no satisfaction from the Safety and Test Operations Division. Your name will be kept confidential unless you give permission for your name to be released.
- g. **Call the [JSC Ombuds](#)** (x48808) if you get no satisfaction from previous attempts. Your name will be kept confidential.
- h. **Send in a NASA Safety Reporting System** (NSRS) form. Fill out an NSRS form, found in several buildings at JSC, and mail it to the address shown on the form. Your name will be kept confidential.
- i. **Report it directly to NASA Headquarters** through Safety and Mission Assurance ((202) 358-0006), or the Chief Health and Medical Officer ((202) 358-2390), if you get no satisfaction from JSC. Use this method only if you don't care if your name is kept confidential.
- j. **Call the OSHA Office** (1-800-321-OSHA or 1-800-321-6742) if you get no satisfaction from NASA Headquarters. This number is available 7 days a week, 24 hours a day. Your name will be kept confidential.

5. When you should get a response to a hazard report

This table tells you when you can expect a response to a hazard you report to JSC organizations. For any report involving imminent danger, JSC will immediately take measure to protect employees and then start an investigation within 24 hours or during the next working day. An investigation of less serious hazards will start within 3 working days. NASA Headquarters and OSHA will investigate your report as soon as possible. You shall be told in writing within 15 days if it is determined that there are no reasonable grounds to believe a hazard exists.

<i>If you report it to . . .</i>	<i>Then . . .</i>
Your supervisor or facility manager	Your supervisor or facility manager shall tell you what corrective action he or she has taken within 15 calendar days or tell you when he or she will have an answer.
The Safety and Test Operations Division directly or through the Safety Action Hotline	A Safety and Test Operations Division representative shall tell you what corrective action will be taken or tell you when he or she will have an answer within 15 calendar days.
The Clinic Services Branch directly or through the Safety Action Hotline	An Clinic Services Branch representative shall tell you what corrective action will be taken days or tell you when he or she will have an answer within 30 calendar days.
The Center Director's Hotline or Ombuds	A Center Director's representative or the Ombuds shall tell you what corrective action will be taken or tell you when he or she will have an answer within 30 calendar days.
The NASA Safety Reporting System (NSRS)	NASA Headquarters sets the timeframe for NSRS investigations. Since the NSRS is completely anonymous, you will only receive a confirmation that your report was received. For feedback on what action was taken, you will need to check the NSRS newsletter.

6. Processing a hazard report

The flowchart in Attachment 2.6A, Appendix 2B outlines the process for handling hazards reported through the JSC Close Call Reporting System. Calls to the Safety Action Hotline will be handled in a similar manner, except that a representative from the Safety and Test Operations Division will investigate the report. The Safety and Test Operations Division will assess the risk of hazards reported through the Close Call Reporting System and the Safety Action Hotline as described in Chapter 3.2, "Hazard Elimination and Control," paragraphs 3 – 5 of this Handbook. Paragraph 6 of Chapter 3.2 contains the requirements for investigating and correcting hazards.

7. Responsibilities

Responsibilities for hazard and close call reporting are as follows:

- a. As a ***Line manager***, you are responsible for making sure hazards are reported and corrected.
- b. As a ***Facility Manager***, you are responsible for:
 1. Making sure hazards reported through Close Call system are investigated and corrected.

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2. Making sure your building has at least one poster that tells you about JSC's Close Call Reporting System if your facility is normally occupied by employees. Keep it stocked with Close Call Reporting forms.
- c. The *Safety and Test Operations Division* is responsible for:
 1. Administering the Close Call Reporting System and the Safety Action Hotline.
 2. Coordinating with the Clinic Services Branch on health hazards.
 3. Coordinating with the Environmental Office on environmental hazards.
 4. Providing NSRS posters and forms in selected buildings and making sure NSRS reports assigned to JSC are investigated and corrected.

8. Safety and health records

The following records document employee hazard reporting:

- a. Center-level – the Safety and Test Operations Division maintains:
 1. The Close Call Tracking System to track Close Call reports and their resolution.
 2. Records of NSRS reports assigned to JSC and their resolution.
- b. Organizational-level – as a line manager or facility manager, you shall keep records on hazards reported to you and the action taken. You are also encouraged to keep a record of each Close Call Report you investigate.

9. Measurement

- a. JSC measures hazard reporting by Response times from the actionees and meeting due dates.